**SUMMARY:**

A results-driven senior IT Healthcare Consultant over 10 plus years of experience in Systems/Data Integration, MMIS, EMR/EHR Implementations, Application Development & Health Insurance.

**Professional Summary:**

* Participated in Pre-Project Analysis and Strong Project Management, Business Analysis conflict management Skills
* Managed risks and removed impediments to ensure the team achieved their project goals of delivering on schedule and within budget
* Extensive leadership experience in managing high profile projects ( Clients with high ROI and Priority Clients)
* Exceptional ability to maintain and build client relationships with Stakeholders to identify, prioritize and document business requirements
* Worked with product owners, delivery managers and other Scrum Masters to facilitate delivery of the projects on time and in good quality
* Exceptional ability to research, analyze and translate technical information to end-users at all levels
* Extensive experience working in AGILE and SCRUM development
* Involved in AS IS and TO BE process analysis
* Facilitated scrum ceremonies (release planning, grooming, sprint planning, retrospectives, daily stand-ups, etc.)
* Proficient in all phases of Requirement Management; including gathering, analyzing, detailing and tracking requirements using RTM ,create Business Requirements Document(BRD) and Functional Requirements Document(FRD)
* Proficient in preparing project sizing and CAPEX document for contractual work (Revenue Cycle Management) according to clients ROI and obtain approvals
* Ability to identify and propose Business Process Improvements for process workflow using MS Visio
* Managed cross-functional teams of business analysts, client reps, developers, testers, technical writers, clinical teams, and trainers
* Managed internal projects improving project planning, resource management, and time billing using MS Project, SharePoint, CA Clarity, TeamTrack and IQNavigator for prototyping and process simplification
* Competent with HIPAA regulations and HL7 industry standards and managed Meaningful Use project(HL7 Upgrade testing with EMR Vendors)
* Expertise in Healthcare Industry including, Care Management, Primary care services, HMO, Managed Care, Medicaid, Medicare Services ,EDI, XML, American national standard institutes (ANSI), Accredited Standard Committee (ASC), HL7 and X12 Standards
* Proficient in creating and transforming Business Requirements into Software requirement Specification (SRS)
* Provided 3rd tier support (as defined in the Support SOP) to EMR/LIS-Interface related problems
* Practiced in EMR Vendor Certification Process
* Outstanding in Elicitation techniques; including interviewing, questionnaires, brainstorming and facilitating JAD sessions
* Cultivated strong relationships with Technical team, Vendors and Clients
* Mentored and assisted support team with diagnosing and troubleshooting the complex issues
* Implemented multiple electronic interfaces within the time and budget
* Strong HIPAA EDI 4010 and 5010 with ICD-9 and ICD-10, analysis & compliance experience from, payers, providers and exchanges perspective, with primary focus on Coordination of benefits
* Expertise in State Medicaid Management Information System (MMIS) projects implementation(Provider enrollment & Contact Management)
* Strong experience and understanding of claims management process
* Oversaw claim processing and EDI transactions - 837, 834, 835, 270/271
* Expertise in Claims, Subscriber/Member, Plan/Product, Claims, Provider, Commissions and Billing Modules

**Education & Certifications:**

MS –Management

MBA –Healthcare Administration

CertifiedProfessional in **Project Management** & Certified **Scrum Master** (CSM)

**Technical Skills:**

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| --- | --- |
| Operating Systems | Windows 98/00/XP/Vista and Windows 2007/08,Linux |
| Languages | C, C++, SQL, PL/SQL, XML, JAVA, .Net, Oracle, SQL Server |
| Tools | DOORS, Clarity , JIRA, Clear case, Clear Quest, Rational Rose, UML, Requisite Pro, MSP, Bugzilla, Quality Center, Informatica, CVS, Winscp, BPEL, Apix, Filezilla, winmerge, CA Clarity , IQN, TeamTrack, 7edit(HL7), Apix, Putty, Toad, Rally, Erwin |
| Project Methodologies | Agile, Rational Unified Process (RUP), System Development Life Cycle (SDLC), Waterfall |
| Microsoft Tools | MS Word, MS Excel, MS Access, MS PowerPoint 2003/07, MS SharePoint, MS Project, MS Visio |

**Professional Experience:**

**Client**: **Xerox Corporation El Segundo, California Feb 2014 – July 2015**

**Role:** Healthcare IT Consultant (Project Manager/Business Analyst) - Government Healthcare Solutions

**Clients:**

* MO HealthNet Division
* State of Montana
* State of Wyoming

**Projects:**

* ICMS Lite (Inpatient Pre-certification) – Missouri HealthNet Division
* Enterprise Medicaid Management Information System (MMIS- Provider Enrollment) –Montana State
* MedCompass(Care and Case Management) – State of Wyoming

**Responsibilities:**

* Coordinate with state stakeholders on Medicaid Management Information System(MMIS) portal development
* Coordinate with Subject Matter Expert (SME) on web portal development and business process flow
* Managed team of 20 members, conducted one on meetings for updates and management reports
* Time to time documentation in reference to contracts, changes, correspondence, approvals and signatures
* Extensively used SharePoint to upload the project related documents and approvals in both client repository and internal team repository
* Conduct sprint retrospective meetings with stakeholders and team on future sprint planning
* Represented the team at weekly senior level management meeting
* Protect team from over-commitment, manage backlog, removing obstacles and work closely with product owners
* Track and communicate team velocity and sprint/release progress
* Remove all impediments to the team's progress, both internal and external to the Scrum team
* Review Business Requirements Documents(BRD) and Technical Design Documents (TDD)
* Conduct scrum meetings send meeting notes accordingly
* Coordinate with development team in troubleshooting the issues raised by state government health officials
* Testing provider enrollment portal and document the defects and assign to development team
* Create and update business rules according to state (MT) requirements
* Requirements mapping/Tracing using IBM DOORS
* Conduct meetings with State health officials on ICM Lite application for any enchantments within the system
* Create system list and valid values and submit change request form to contact management team
* Perform the gap analysis in coordination with Xerox team
* Manages day- to- day client interactions
* Explain implications of changes to project scope and/or objectives to the clients and to the project team
* Create mock up screens according to the stakeholder requirements and acquire approvals
* Conduct brainstorming sessions with stakeholders and internal application development team on requirements feasibility
* Coordinate with architects on government web portal for assigned state
* Coordinate with Rx Delivery Team in grating the access/permissions for testing team to validate the application
* Perform software testing with nurses (clinical team) to ensure the application is working as expected.
* Inpatient pre-certification review with clinical team/Nurses
* Submit CR to change the demo portal according to the stake requirement
* Coordinate with Clinical teams on issues and escalate them to development team
* Coordinate with offshore team in troubleshooting the defects or issues raised during demo sessions with stakeholders
* Create deployment tickets in TFS and send schedule notifications
* ICD9 & ICD10 codes testing in Inpatient Pre-Certification application
* Coordinate with testing team on web portal testing
* Perform software testing with nurses to ensure the application is working as expected
* Involve in provider enrollment testing in order to track the issues or defects
* Open support tickets and request to assign to the specific department or team
* Monitor Production issues raised by clinical team and update the status
* Upload client approvals on Client Repository and Internal Team repository sites

**Environment:** Agile**,** JAVA, XML, DOORS, JIRA, TFS, EDI, MS Project, MS SQL, SharePoint

**Quest Diagnostics/ AmeriPath, Addison, Texas May 2012 – January 2014**

**Role: EMR Implementation Project Manager/Implementation Business Analyst**

**Team/Functional Areas: Data Integration, Revenue Cycle**

**Projects: EMR Implementation, PMS Bridge Interface, ICD 9 & 10, Meaningful Use**

Quest/AmeriPath is a leading national provider of anatomic pathology, dermatopathology and molecular diagnostic services to physicians, hospitals, clinical laboratories and surgery centers across the U.S. The company also provides medical diagnostic services in outpatient laboratories owned, operated and managed by AmeriPath, as well as in hospitals and ambulatory surgical centers.

**Project Scope:** Develop electronic interfaces between Quest Diagnostics/Ameripath Labs and Physician offices or Hospitals in order to send/receive Lab results electronically

**Responsibilities:**

* Validating the data on PAR (Project Action Request) document from PMO
* Provide project administrative support as needed
* Managing projects within the given deadline and budget
* Weekly project status update meetings with regional sales director and IT Management team
* Prepared project sizing and CAPEX document according to ROI of the clients for Revenue cycle management reports
* Management report which briefly summarizes the progress made and the problems encountered
* Involved in GOMA/Meaningful Use,ICD9 – ICD10 conversion testing and implementation
* Document control using SharePoint (Internal and Client repository)
* Schedule deployments and send notifications to clients
* Involved in ICD10 EMR testing and documentation
* Created LIS functional specifications document to update the LOINC & SNOMED codes in proprietary LIS under stage 2 of meaningful use
* Requirements gathering from the Sales team, EMR vendor, and Physician’s office
* Based on requirements, created Business Requirement Document (BRD) and Functional Specifications Document (FRD) for interface development
* Track requirements using Requirements Traceability Matrix (RTM)
* Established connectivity (LK Transfer, VPN, FTP and SFTP) at clients location
* Coordinated with development team on interface coding
* Create test cases(Accessions) using different Lab Information Systems (LIS)
* HL7 testing using 7edit tool to make sure that the messages are in right segments
* Worked with data integration team for resolving the issues with HL7 Segments and familiar with ORU,ADT and ORM transaction type
* Troubleshoot advanced support tickets and inquiries and escalate to programming when needed.
* Familiar with EMR Vendor Matching Criteria
* Experience with Allscripts, Nexgen, NexTech Systems, Ellkay, ederm systems, CureMD eclinical (eCW), Cerner, Epic, HealthTronics (UroChart), Greenway, Emdeon ..Etc
* Involved in New Vendor certification Process
* Create basic testing protocol and implemented testing plan for every software release; provides testing reports to developers
* Perform testing with EMR vendor resource, round trip testing with clients
* Request test result PDF report from EMR vendor for lab and client approvals
* Scheduled “Go live” dates with clients after obtaining the approvals
* Primary point of contact for Strategic/special projects
* Testing Practice Management System (PMS) bridge interface projects
* Release analyst for inpatient ordering application implementation includes patient registration, order creation by associated doctor, creating electronic order for lab result it electronically from LIS.
* Worked on electronic inpatient to EMR bridge interface with different EMR vendors in market such as epic, allscripts, cureMD etc..
* Coordinate with PMS bridge development team to rectify the defects
* Monitoring the performance of the interface for 30 days after the interface implementation
* Send close out communications to client, sales, vendor and Ameripath/Quest Project Center

**Environment:** Agile**,** JAVA, XML, Oracle, Windows 2000, JBOSS, Proprietary LIS, Clarity

**WellPoint, Woodland Hills, CA March 2011 – May 2012**

**Role: Healthcare Business Analyst**

**Responsibilities:**

* Involved in gathering and documenting the requirements that were critical to the business process and using those requirements to design application software using a Use Case approach.
* Involved in Pre -Project Analysis and in pre-implementation tasks coordinating with project coordinators for contractual work, change management, quality and impact analysis.
* Assigned as designated Trainer
* Provided project status reports to implementation managers
* Handled multiple projects including ICD-9, ICD-10 and claim processing in test environment
* Interviewed several business area experts, asking detail questions and carefully recording the requirements in a format that can be reviewed and understood by both business people and technical team
* Conducted Functional Requirement reviews and walkthroughs with the designers, developers and stakeholders
* Interviewed business users to gather business wants and needs around project ideas and translate them into business and technical requirements
* Interacted with clients and end users in order to understand the process and gather User Requirements
* Worked With HIPAA compliant ANSI X12 837 formats for both professional claims and institutional claims
* Matched the requirements for programs such as Medicare and Medicaid which are part of the Social Security Act
* Helped developers with the following list of HIPAA-EDI Transaction Code sets: 837,834,835,270/271,277/275 & 276/277
* Understanding of HIPAA compliant ANSI X12 837 formats for both professional claims and institutional claims.
* Analyzed forms and successfully crosswalk details to corresponding ANSI X12 formats

**Environment:** Windows 2000, Agile, Visual Basic, Oracle, Rational RequisitePro, Robot, Erwin and Clear Quest.

**South Shore Healthcare, Long Island, NY January 2010 – March 2011**

**Role: Sr. Business Analyst**

**Project Scope:** Application development for electronic billing and interface with EMR Software vendors and labs.

**Responsibilities:**

* Involved in multiple projects including Primary care management, ICD9 to ICD10 conversion and electronic interfaces (EMR)
* Interacting with the SMEs and stakeholders to get a better understanding of client business processes and gather business requirements
* Conducted JAD sessions for requirement analysis and feasibility studies with developers and management staff to identify business critical areas of the application
* Managed all the requirements using RequisitePro and made requirements available to all the team members and also to promote communication and collaboration among team members and to manage project risk
* Created required project deliverables such as BRD & FRD for project execution
* Conducted technical review calls with vendors and technical team
* Leading the LIS and Lab consultants in build and workflow efforts
* Worked with Claims Team members and stakeholders to give them a better understanding of business processes and HIPAA compliance
* Involved in detailing project mission, Data Flow Diagrams and timelines
* Interacted with the developers on various technical issues and resolved the reported bugs
* Followed the UML based methods using Rational Rose for Business Modeling
* Collected test metrics weekly from the test directory that reflected the current status of the test execution and the state of the defects
* Tested the interface and update the testing matrix document

**Environment:** Windows 2000, Agile, Visual Basic, Oracle, Rational RequisitePro, Robot, and r Quest

**Vijaya Diagnostics, Hyderabad, India January 2008 – November 2009**

**Role: Business Analyst/Implementation Analyst**

VD is the first centre of its kind to offer a comprehensive range of all diagnostic modalities, under one roof. Vijaya has emerged as the pioneers in diagnostic Medicare, in Andhra Pradesh. Their commitment to quality and philosophy of always putting the patient first has ensured that over the past 28 years. Vijaya has established a reputation for excellence and reliability and has become a household name for quality diagnostic services.

**Project**: Worked on patient portal. Once the test result is ready, patient can see his/her results by logging into VD patient Portal using specific account number which is created during patient registration.

**Life Line Hospitals, Hyderabad, India June 2004 – January 2008**

**Role: Business Analyst**

**Project:** Electronic billing interface with pharmacy, labs & involved in primary care management.

Coordinated with stakeholders and gathered requirements for technical specifications and development. Coordinated with testing team during unit testing, SIT and UAT. Scheduled Go Live dates with clients for interface implementation.